

To: Flynn, Mike[Flynn.Mike@epa.gov]
From: Daniel Smallwood
Sent: Wed 6/14/2017 1:31:15 PM
Subject: Measuring the ROI of Knowledge Management

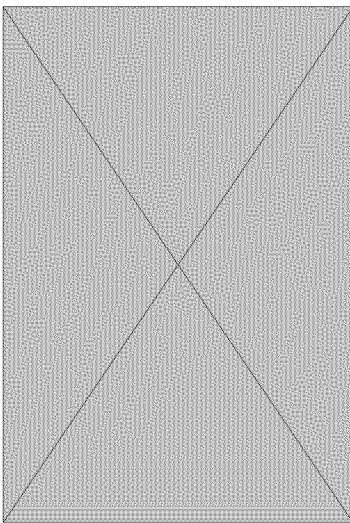
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Measuring the ROI of Knowledge Management 2nd edition

Featuring Stan Garfield, John Hovell, Helene Russell, Dave Snowden, and many more...

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"The measurement of knowledge value is difficult. It is specific to time, context, and the perception of what it is that constitutes a knowledge asset"

David Griffiths, founder, K3-Cubed Limited

KM has been accepted as an integral practice for most organizations - however many are still, understandably, cautious of the investments they make in the current financial environment following the economic downturn.

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Overview: